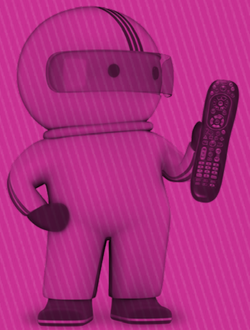
Cox Advanced TV Plus

With Cox Advanced TV Plus, you'll experience 100% digital picture and sound, hundreds of channels and the ability to watch shows On DEMAND℠ and on the go.



Turn on the entertainment

Your Cox Advanced TV subscription comes with these great FREE features:

TV Online

Enjoy shows from a growing list of over 20 programming channels that are just a click away, online or on your mobile device. Go to www.cox.com/tv and sign in with your Cox User ID and Password. Select a network and pick your show, then press 'Play' to watch instantly.

Mobile Video Apps

Get access to mobile video apps including STARZ® Play, WatchESPN, Watch Disney, HBO GO,® TNT, CNN and many more so you can watch shows on your schedule. Download the FREE Cox TV Connect App and FREE Cox Mobile Connect App from the Apple App Store℠ or with the Android App on Google Play.

Cox TV Connect*

Watch live TV right on your iPad,® iPhone® or iPod touch® in any room of your house. Now you can take your favorite shows with you and turn any room into a TV room. Choose from up to 90 popular channels. You'll never have to miss another minute of your favorite shows on popular networks like Disney Channel, HGTV, Food Network and many more.

Cox TV Connect

Cox TV Connect

Cox Mobile Connect

*Available to residential customers in Cox service areas. Cox TV Connect requires TV Essential or above and Cox Preferred, Premier or Ultimate internet service; DOCSIS 3.0 modem recommended for best viewing experience. Not all channels in TV service subscription may be available. STARZ® PLAY is only accessible in the U.S. and certain U.S. territories and requires a high speed broadband or WiFi connection. STARZ® PLAY is an authenticated service included with your subscription through participating cable, satellite and telco television providers. STARZ® and related channels and service marks are the property of Starz Entertainment, LLC. ©2013 Starz Entertainment, LLC. All rights reserved. HBO® and related channels and service marks are the property of Home Box Office, Inc. HBO GO® is only accessible in the US and certain US Territories where a high speed broadband connection is available. HBO GO® available free with HBO subscription. Limited to in-home viewing via Wi-Fi home network. Minimum connection of 3 Mbps required for HD viewing on laptop. Select titles not available in HD. Minimum 3G connection is required for viewing on mobile devices. Some restrictions may apply. Number of devices simultaneously viewing TV Connect may be limited. Other conditions may apply. iPad,® iPhone® and iPod touch® are registered trademarks of Apple Inc. Registered in the U.S. and other countries. Cox TV Online and Cox TV Online Apps are available to residential Cox TV customers. Access limited to Cox TV subscription services. WATCH Disney Channel, WATCH Disney XD, WATCH Disney Junior, WatchESPN require subscription to Cox TV service and to the relevant Disney and ESPN channels. Not all content may be available. Additional limitations may apply.

Cox Mobile Connect

Cox Mobile Connect lets you control and manage your home phone calls, view TV listings, view and pay your bill, locate a Cox Solution Store® and more. You can also visit www.cox.com/mydvr to schedule recordings online.

HD

Get the most out of your HDTV with HD service from Cox. With 100% digital video and sound, you'll get a vivid picture and better HD experience. And with Cox, most HD programming is no extra charge. In most areas, HD channels are in the 1000s*– see your included lineup for channel locations in your area.

On DEMAND℠

Watch a wide array of shows and movies any time you like, most of them at no additional charge. See primetime shows starting the day after they air with My Primetime. Plus watch hit movies, with many available the same day as the DVD release and weeks before Netflix or Redbox.

Watch primetime shows from your favorite networks with My Primetime On DEMAND.

*Excluding Oklahoma, Arkansas and Kansas. On DEMAND service requires a digital receiver. A Cox Advanced TV HD receiver is required to access HD On DEMAND. On DEMAND may not be available in all areas. Some On DEMAND programming costs extra. Other restrictions apply.

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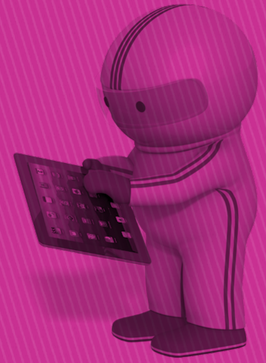

Master your remote control

1 // Press Cable, DVD or AUX to select which device you want to control

2 // Return to viewing live TV

3 // Access your cable receiver options

4 // Replay the last seven seconds of a recorded program

5 // Instantly start recording live TV

6 // Cursor navigate the program guide and menu screens

7 // Page up or down while in the Guide

8 // Access additional options while using the Guide or menu

9 // Display all the programs available to view

10 // Raise or lower the volume

11 // Mute the volume completely

12 // Control the Picture In Picture functionality of the digital receiver or TV (not available on all TVs or digital receivers)

13 // Turn the selected device on or off (from #1). Press and hold the power key for three seconds to turn off all programmed devices

14 // One-click access to On DEMAND™ programming (On DEMAND menu button may not work in certain areas). You can also access On DEMAND by going to Channel 1

15 // Change the aspect ratio if the digital receiver supports HDTV

16 // Turn Closed Captioning on or off

17 // Control the DVR (these keys are also used to control a DVD or VCR)

18 // Display additional information about the program you selected

19 // Choose a highlighted program or menu option

20 // Return to watching a program when using the Guide or menu

21 // Swap between 8 user profiles. Refer to page 23 on how to learn more about this feature

22 // Access personalized recommendations. Refer to page 24 on how to learn more about this feature

23 // Display a listing of programs that have been recorded

24 // Access various program and interactive options

25 // Tune to the last channel

26 // Change the channel on the selected device

27 // Cycle through the favorite channels you stored in the cable receiver

28 // Manually select a channel to be watched. These keys are also used for programming the remote control

29 // Turn on the back lighting

Say goodbye to remote control clutter

Your Cox remote not only controls your receiver, it can also be programmed to control your TV, DVD player, VCR or audio receiver.

Quick-Start Remote Set-Up

1 // Turn on the device you want to program

2 // Press and hold SETUP + MUTE together until one of the device buttons blinks twice, then release

3 // Press and release the desired device button (e.g., TV, DVD or AUX)

4 // Press and hold the MUTE button until the device turns off, then release

Remote Support: www.remotes.cox.com

Turn on your TV and digital receiver

Follow these simple steps to turn on your entertainment.

To turn on the TV

Press TV then POWER

To turn on the digital receiver

Press CABLE then POWER

Changing the Channels

// If you know the channel number, enter it using the numbered buttons. Press ENTER for immediate tuning

// Use the ▲ ▼ buttons to go one channel up or down

// To see the previously tuned channel, press LAST

Adjusting the Volume Level

// Use the + − buttons to increase or decrease the volume

// To turn the volume off completely, press MUTE

// To restore the volume and continue listening, press MUTE again

To activate your receiver, go to www.cox.com/activate or call 1-888-556-1193.

NOTE: If a Cox Installation Rep has set up service for you, your receiver is already activated. There is no need to activate your receiver again.

Get the most out of your service

Your Advanced TV Plus service comes with the Trio Program Guide,℠ which makes accessing TV listings, On DEMAND,℠ DVR listings, settings and search easier than it's ever been.

With the Trio Program Guide you can:

// Quickly find your favorite TV, DVR and On DEMAND listings

// Search all available programs by show, title, episode, keyword, even favorite actor or director

// Choose the way you want to view TV listings–see only HD channels, your favorite channels and more*

// Get personalized recommendations for up to 8 different users based on the shows each person watches and likes

// Personalize the Trio Guide for each user in your home

*In order to access most HD programming, you will need a Cox HD receiver or CableCARD™ and an HDTV. Local HD channels may be accessed with clear QAM HDTV sets and Cox TV Starter without an HD receiver or CableCARD.

Using the Guide

The Trio Program Guide™ allows you to find the shows you want to watch, record or block.

Information About Shows

While watching a show:

- Press to display the Channel Banner
- Press again to display full details
- Press again to return to the Channel Banner
- Press to dismiss the Channel Banner

Find Shows by Channel

- Press to display the Guide
- Browse by channel
- Enter a channel number to jump directly to that channel number in the Guide
- Scroll channels one page at a time *(hold to speed scroll)*

Find Shows by Time/Date

- Press to display the Guide
- Browse by times *(hold to speed scroll)*

Browse by Date

- Press to display the Guide
- Press to change Guide date
- Choose date and time
- Press again to change Guide date

Find Shows by Theme

- Press to display the Guide
- Press multiple times to access Theme View
- Highlight desired theme and press to enter
- Scroll through programs
- View selected program

Find Shows by Title

- Press to display the Guide, then press to display the Search Menu

OR

- Press menu and to select Search

THEN

- Highlight keyword or title search option and press
- Highlight a letter and press to enter the letter *(Keep entering letters until your keyword or title search finds results.)*
- Press until keyword or title list is active
- Highlight a folder and press to expand
- Highlight a title
- Press for viewing options

Browse Related Content

- Press to display the Guide and a show
- Once a show is selected press 'Browse Related'
- Move through choices on the 'Browse Related' card
- Or Press either button to move to the center card for choices to narrow your search

NOTE: 'Browse Related' is a great way to find new programs and old favorites. Use it to find shows based on your preferences of actors, directors, series and genres.

Helpful Hints

// Press to toggle the Guide View between the view options.

// You can search for shows and movies up to two weeks in advance.

A personalized TV experience

Let up to eight members of your household set up a personal profile with the Users function that includes his or her Favorite Channels and other personalized features.

How to Add a New User

- Select Settings from the menu
- Select Users from the Settings Menu
- Highlight Add New User
- Press select to reveal an on-screen keyboard

  Use the keyboard to enter a user name, any combination of letters or numbers up to eight characters long
- Press B to continue
- Highlight a picture
- Select to confirm. The only change will be the appearance of a black dot (●) next to the highlighted picture for your personal user ID
- Press to add user. You will automatically return to the Users menu in the center card
- Return to the settings menu

  OR
- Return to live TV

Set Current User

At the start of each television-watching session, select a user profile to take advantage of the personalized channels list. In homes with more than one television, different users can log on to their personalized settings from different sets.

How to Set the Current User

- Select Settings from the menu or press MENU
- Select Set Current User
- Or Press either button to open the User list which will appear in the center card
- Highlight your user profile
- Press to set as the current user
- Return to the settings menu

  OR
- Return to live TV

The new user will appear on the top right corner and the black dot (●) will move from the previous user's name to the new user's name. You can also press the button to display the current user. Press the button repeatedly to switch between different users.

The Cox MENU

The Cox MENU is now a one-stop, easy-to-use place where you can access all your Cox video services including the Guide, On DEMAND,℠ DVR List, Settings and more.

You can launch the Trio Program Guide℠ Menu by pressing or on your remote.

Use to highlight a Cox MENU option and then press .

Get Personalized Recommendations

To help you find new programs that you may enjoy, the Trio Program Guide℠ now includes recommendations for up to eight people in your family. Recommendations are based on the programs each user watches and the programs they Like or Dislike.

There are three ways to access recommendations:

// From the main menu, press GUIDE and ◁▷ to highlight 'Recommendations,' then press OK or ▽
// From the Guide, press ◈
// From the On DEMAND™ menu, highlight 'Recommended For You' to see only On DEMAND recommended programs

You can browse recommendations that are On Now (currently airing), on Later Today (until 11:59 that day) or in the Next Days (airing in the next several days).

How to like or dislike a program

Liking or disliking programs helps the Trio Program Guide find more programs that match your personal preference.

After selecting a program from the Guide or Recommendations menu, highlight and press OK 'Like' or 'Dislike.'

How to change the Guide View

Change the guide's appearance to give you a more personalized experience. You can view programs by channel, time, genre, or just HD channels. Grid View is the default Guide View, but you can change the default by following these easy steps:

OK the Settings option from the menu

▽ to select users from the Settings Menu

OK Set current user

OK Guide Display

Use ◁▷ to highlight your choice

You can choose from:
List View (default)
Grid View
Theme View
List HDTV
Channels View
List Favorite Channels View
List Zone Channels View

Press OK and a black dot (●) will appear next to your selected view

Helpful Hints

// Scroll through your Favorite Channels any time by pressing the FAV button

// You can unselect a Favorite Channel by moving the highlight bar to that channel and pressing OK. The checkmark will disappear

See the Channels You Want to See

Create personalized channel lists and set the channel that will appear when you turn on the TV.

How to Set Favorite Channels

OK the Settings option from the menu
▽ Select 'users' from the Settings Menu
OK to set current user
Use the ◁▷ buttons to highlight channels
Press the ▽ or OK button to move to the Channels menu in the center card
OK the 'Set Favorite Channels' option
Use the ◁▷ buttons to highlight a channel you want to set as a Favorite
Press OK and a checkmark will appear next to the channel
Continue highlighting and selecting Favorites until you have completed your list

All about your DVR

Whole Home DVR

If you have Whole Home DVR service, family members can watch saved programs from any television set with a cable receiver in the house–even those not directly connected to a DVR. Up to eight TVs can be networked together with any combination of DVRs or HD receivers, as long as there is at least one DVR.

Use Any TV Connected To Your Whole Home DVR Network To:

// Play a recorded program
// Replay favorite scenes of a recorded program
// Fast forward to the next important scene of a recorded program
// Delete the program when you have finished
// Set up a new recording

To enjoy Whole Home DVR, you must be a subscriber to Cox's Whole Home DVR service. If you are not a subscriber but would like to learn more, please contact your Cox Customer Service Representative.

Multiple DVRs

You can now have multiple DVRs in your home network with Whole Home DVR from Cox.

// Each DVR you add will provide you with extra space for your recordings and the ability to record up to 6 shows per DVR, depending on your receiver.

// If you have multiple DVRs in your network, you will have the option to select a DVR where the recordings will be scheduled under the 'Record To' option in the DVR menu.

// For more information, see the full handbook online at www.cox.com/trio

Pausing live TV on non-DVR Receivers

With Whole Home DVR, you can now pause live TV on non-DVR receivers in your home network. Once a program is paused, you can also fast-forward and rewind that program.

To turn 'Pause Live TV' on or off:

// Press ◇ or OK to open the Receivers menu in the center card
// Use ◇◇ to highlight 'DVR Network' and press OK or ◇
// Use ◇◇ to highlight 'Pause Live TV' and press OK or ◇
// Use ◇◇ to highlight 'On' or 'Off' and press OK to make the change

Helpful Hints

// You can control paused live TV continuously for a period of three hours. If you perform a VCR-like control function during the three-hour period, then that time period is reset for another three hours

// When you pause a program on a non-DVR receiver, you can rewind only to the point where the program was paused

// The option to turn 'Pause Live TV' on and off is only available on non-DVR receivers. Pausing live TV is always available on DVR receivers

Watch, rewind and record with DVR

Never miss a show again. Follow these tips to record and manage your favorite shows.

Record Live TV

- Press record button

Schedule a Recording

- Display the Guide
- Highlight a channel
- Highlight a future time
- Select record
- Highlight a recording option
- Select to schedule the recording

Find Shows by Title

- Press to display the Guide, then press ⚠ to display the Search menu

OR

- Press menu and ◀▶ to select Search

THEN

- Highlight keyword or title search option and press OK
- Highlight a letter and press OK to enter the letter

(Keep entering letters until your keyword or title search finds results.)

- Press until keyword or title list is active
- Highlight a folder, then press OK to expand
- Highlight a title
- Press for viewing options

NOTE: You can save frequent keyword searches. After typing in one or more keywords, press the ⚠ to save the search.

Play Recorded Shows

- Display the saved shows list
- Highlight 'Recorded Programs'
- Select the program
- Display saved shows options
- 'Watch Now'

To Resume Watching a Show

- Display the 'Recorded Programs' list
- Highlight a show to resume
- Display saved show options
- Resume playback

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1 // Return to viewing live TV

2 // Control the DVR or selected VOD event

3 // Replay the last seven seconds of a recorded program

4 // Instantly start recording live TV

5 // Display a listing of programs that have been recorded

Keep a Recorded Show Longer

- Display the 'Recorded Programs' list
- Highlight a show
- Display saved shows options
- Highlight 'Keep Until'
- Move up the list to keep longer
- Save the changes and continue

Manage Scheduled Recording

- Display saved shows
- Display scheduled recordings
- Highlight a show
- To display show options
- Display 'Edit Record Options'
- Highlight an option
- Modify an option
- Accept the changes and continue

Series Manager

Stay on top of all your favorite series with Series Manager.

Access Series Manager

- Display saved shows
- Display Series Manager

THEN

Priority Options

- Press to modify series priority
- Use arrows to modify series priority
- Accept the changes and continue

Recording Options

- Highlight a series
- Select series to display options
- Select ‘Edit Record Options’
- Highlight an option
- Select any combination of Episodes, Channels and Airtimes
- Accept the changes and continue

Cancel a Series Recording

- Highlight a series
- Select series to display options
- Highlight ‘Cancel Series Recording’
- Select ‘Cancel Series Confirmation’
- Accept the changes and continue

Helpful Hints

// Go too far when you’re trying to skip through commercials on a recorded program? Use the on your remote to automatically rewind exactly seven seconds

// You can only rewind live TV back to the time you started watching the channel

Managing multiple DVRs

DVR Network Status

If you have more than one DVR in your Whole Home DVR network, you can choose to make each DVR visible or invisible to other receivers in your home.

When a DVR receiver's status is set to Visible, other receivers in the network can view and set recordings on the DVR.

When a DVR receiver's status is set to Invisible, other receivers in the home cannot view stored recordings or set new recordings on that DVR.

NOTE: By default, all DVRs in your Whole Home DVR network are set to Visible. You can change this in the Settings menu.

DVR List View

If you have Multiple DVRs in your network, you will see a Change DVR List view option in the bottom right corner of the DVR List menu.

Press the DVR List button multiple times to swap between views to see each DVR's stored recordings separately or in a combined view.

NOTE: Only recordings from DVRs whose status is set to Visible will be included.

Naming Your DVRs

With Multiple DVRs, it is recommended that you name your DVRs so you can easily identify them when you schedule recordings. You can name your receivers in the Settings menu.

Setting the Default DVR

By setting a default DVR, your non-DVR receiver will use that as the go-to DVR for its recordings, eliminating the step of having to select which DVR to use. You can set the default DVR from the Settings menu.

Record To Option

When you have multiple DVRs in your network, you will see the 'Record To' option, which allows you to select a DVR for your program to be recorded.

Helpful Hints

// The 'Record To' option is not available when you edit series recordings, because series recordings are expected to be stored on one DVR. If you still want to change the DVR for a particular series, then it's recommended that you cancel the series and reschedule it on a different DVR by using the appropriate DVR in the 'Record To' option.

// The 'Change Series Priority' option is not available when your DVR List view is the Combined DVR List view option. It is only available when you are on the individual DVR List view.

Control what your kids can watch

With so many choices, some Parental Control may be needed to block specific channels or programs by rating.

Access Parental Control

- Display Settings

Establish a Parental Control PIN

- Highlight 'Parental Control'
- Display initial PIN setup

Customize Parental Control Settings

- Display Settings
- Highlight 'Parental Control' and select 'Parental Locks'
- Highlight a category such as 'Lock Channels' or 'Lock Ratings'
- Display category options
- Highlight an option
- Select the option to lock or unlock

Activate Parental Control Settings

- Display settings
- Highlight 'Parental Control'
- Display category options and select 'Parental Locks'
- Select 'On' in Locking status menu
- Press and enter your PIN

Important Information

Once you unlock a channel or program, ALL blocked channels and programs are unlocked until you:

1 // Power receiver off, then on again

OR

2 // Manually turn Parental Control back on:

- Go to Settings
- Select 'Parental Control'
- Select 'Parental Locks'
- Select 'On' and Enter PIN. After you enter your PIN, all blocks will be restored

NOTE:

You can also set up a Purchase PIN that will allow you to control On DEMAND℠ and Pay-Per-View. To set up a Purchase PIN, select 'Set Purchase PIN' from the Parental Controls Menu.

Previously set up PINs will remain the same. If you have not previously set up a PIN, there may be a default pin of **0000**.

Helpful Hint

// Remember to set up a PIN so you can prevent your children from accessing programs that aren't suitable. Make sure you're the only one who knows your PIN and that it's easy to remember.

Watch TV on your schedule with On DEMAND℠ from Cox*

- // Get a wide variety of FREE On DEMAND shows and movies you can access any time
- // Watch primetime shows the day after they air with My Primetime
- // Access more than 10,000 movies, shows, music and more each month
- // Watch movies instantly in crystal-clear HD

*Cox Advanced TV and digital receiver required. Digital-ready TVs and other devices equipped with a CableCARD™ require a Cox Digital receiver in order to receive On DEMAND programming. Some On DEMAND programming is extra. Availability of programming is based on the channels included in Cox Advanced TV subscription package. On DEMAND not available in all areas. On DEMAND Channels cannot be recorded. Other restrictions apply.

FreeZone

Access thousands of hours of free shows from your favorite networks like Disney Channel, Nickelodeon, Comedy Central and ABC Family, available when it's convenient for you.

My Primetime

Watch popular shows from networks like FOX, ABC, CBS and AMC for FREE starting the day after they air.

Premiums

If you subscribe to **HBO,® SHOWTIME,® STARZ® or Cinemax,®** you can access the movies, series or documentaries on those channels at any time.

Subscriptions

Get exclusive programming On DEMAND with monthly subscription services like Disney Family Movies, WWE Classics, Anime and Faith and Family Movies, plus many more!

Movies

Enjoy tons of movies starting as low as $1.00. Many new releases also available weeks before Netflix or Redbox.

3D Movies

Watch select releases and movie favorites in 3D. If you have a 3D TV, just tune to On DEMAND Channel 1, select Movies, then 3D Movies.

Helpful Hint

- // Most movies you order On DEMAND℠ are active for 48 hours so you can finish later or watch again.

Accessing On DEMAND℠ is easy

1 // Go to Channel 1 or press your 'On DEMAND' button

2 // Choose a category and press 'Select'

3 // Select a program type

4 // Select a network or category

5 // Select a movie or show and watch instantly

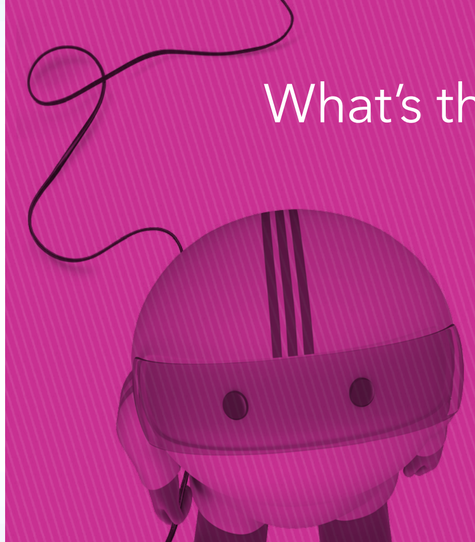
Troubleshooting

Q // Why do I have the message 'No Signal' (Source Not Found, Weak Signal)?
A // This message may indicate that the TV is not tuned to the proper input or source. Press the 'TV' device button on the remote and then press the 'INPUT' button to change the input selection.

Q // Why do I get the message 'Temporarily Off Air' on my TV?
A // This may be a signal issue. Check connections from the wall to the receiver to make sure they are secure. The cable wire should be secured in the 'Cable In' or 'RF In' on the back of the receiver. If they are secure and the problem persists, please visit us at www.cox.com/support for additional assistance.

Q // Why isn't my remote working on my digital receiver?
A // Try pressing the 'CABLE' button and then 'POWER.' If your receiver powers on or off, then try the same thing by pressing the 'TV' button and then 'POWER.'

Q // The Interactive Program Guide (IPG) has no data or descriptions. How can I restore the data?
A // First, make sure the cable wire is secured tightly to the back of the receiver. Then unplug the power from the receiver. Wait approximately 15–30 seconds before plugging the power back into the receiver to begin the IPG downloading process. This will take about five minutes to complete.
NOTE: While the Guide is downloading information, you can operate the remote control, but IPG information may be unavailable for those five minutes.



What's the problem?

If you need more help, contact us at **www.cox.com/support**.

Checking for Loose Connections

// Finger-tighten all cables coming from the wall, receiver, splitter, TV and other devices
// Verify the cable is not damaged. If the cable is damaged, contact support to schedule a service visit

Resetting Your Digital Receiver

// Disconnect the power to the digital receiver by either unplugging the power cord from the outlet or from the back of the cable box. Then wait 15–30 seconds
// Reconnect the power to the digital receiver by either plugging the power cord back into the wall outlet or into the back of the digital receiver
// Wait about five minutes for the digital receiver to reset. When the clock on your digital receiver activates, the reset is complete

Checking Your TV Settings for Correct Input

// Press the 'INPUT' button (may be labeled TV/VIDEO, SOURCE or Antenna) on the TV or the remote control that came with the TV
// Select the option for TV on the menu displayed on the screen. It may be labeled Cable TV, CATV, CAB, Input 1, Video 1, Antenna 1, AV1, HDMI, DVI or another name (check your TV user manual)
// Usually, the label describes the type of connection from the digital receiver to the TV (such as cable, AV, HDMI, DVI or component)
// Or select each option one at a time, returning to live TV to see if the option restored the picture